



ANGELA HARRIS

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SUMMARY

Hardworking professional with proven relationship-building and time management skills in fast-paced restaurant environments. Successful at handling tables of all sizes with accuracy and impeccable service skills. I am a Customer-focused individual with a passion for delivering exceptional service. Strong interpersonal skills with a talent for effectively addressing concerns. Committed to improving customer satisfaction and driving positive outcomes.

SKILLS

- Table Bussing
- Food Delivery
- Order Management
- Food Running
- Table Setting
- Safe Food Handling
- Food inspection
- Supply Restocking
- Beverage Preparation
- Guest Engagement
- Dining customer service
- Point of Sale (POS) system operations
- Food station setup
- Menu knowledge
- Positive and professional
- Cash Handling
- Ordering Procedures
- Menu Memorization
- Food safety understanding
- Guest Seating
- Customer service

EXPERIENCE

Server/Host / Cheesecake Factory Inc - Culver City, California

02/2023 - 03/2025

- Assisted in training new servers.
- Communicated effectively with kitchen staff regarding customer allergies or special requests.
- Provided excellent customer service to ensure satisfaction.
- Collaborated with other restaurant staff members to ensure efficient operations within the restaurant environment.
- Ensured that each guest was served courteously, quickly, and efficiently.
- Checked food before serving it to customers.
- Greeted guests and provided menus.
- Upheld high standards of sanitation in accordance with health department regulations.
- Followed health safety guidelines when preparing and serving food products.
- Handled money transactions accurately while following company procedures for handling cash payments.
- Responded efficiently to guest inquiries and complaints in a professional manner.
- Stayed informed about daily specials, new menu items, promotions.
- Filled condiments and napkin containers during slack periods.

Host/Restaurant Server / Cabo Cantina - Santa Monica , California

06/2021 - 01/2023

- Inspected dining areas for any damages or defects.
- Took reservations over phone and in person.

- Assisted other departments when needed such as bussing tables or delivering food orders.
- Greeted guests upon arrival and provided them with menus.
- Ensured compliance with health and safety regulations within the restaurant.
- Answered customer inquiries regarding the menu, restaurant services, and special promotions.
- Checked identification for guests who appeared under age 21.
- Assisted servers in seating guests by escorting them to their tables.

Account Manager / Approved providers network - Fullerton, California

08/2018 - 07/2020

- Drafted proposals outlining services, costs, and benefits for prospective customers.
- Monitored industry trends and made recommendations for changes in strategy accordingly.
- Developed strategies to increase revenue from existing accounts.
- Presented product features and advantages to potential customers during sales meetings.
- Developed and maintained relationships with key accounts to ensure customer satisfaction.
- Analyzed client data and identified opportunities for growth.
- Monitored competitor activities in order to stay ahead of the competition.
- Solicited feedback from customers on their experience with products or services.
- Attended trade shows and conferences as a representative of the company.

EDUCATION AND TRAINING

High School Diploma

06/2012

Opportunities For Learning - Baldwin Park Ii - Culver City, CA

Associate of Arts: Child Development

West Los Angeles College - Culver City, CA